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September 30, 2020

**Via Electronic Filing**

Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
400 North Street  
Harrisburg, PA 17120

**Re: Petition of Duquesne Light Company For Approval of Default Service Plan For The  
Period June 1, 2021 through May 31, 2025  
Docket No. P-2020-3019522**

Dear Secretary Chiavetta:

Enclosed for filing in the above-captioned proceeding, please find the *Joint Stipulation of Duquesne Light Company, Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania, and the Office of Consumer Advocate*, addressing issues related to the Company's Customer Assistance Program and Standard Offer Program proposals.

Should you have any questions, please feel free to contact me.

Respectfully Submitted,

A handwritten signature in blue ink that reads "Michael Zimmerman".

Michael Zimmerman  
Senior Counsel, Regulatory

Enclosures

Cc: Certificate of Service  
Hon. Deputy Chief ALJ Mark A. Hoyer

## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant):

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*On behalf of MAREC Action*

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Deputy Chief Administrative Law Judge

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Date: September 30, 2020



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**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Petition of Duquesne Light Company for :  
Approval of a Default Service Program for the : Docket No. P-2020-3019522  
Period of June 1, 2021 through May 31, 2025 :

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**JOINT STIPULATION OF**

**DUQUESNE LIGHT COMPANY,  
THE COALITION FOR AFFORDABLE UTILITY SERVICES AND ENERGY  
EFFICIENCY IN PENNSYLVANIA, AND  
THE OFFICE OF CONSUMER ADVOCATE,**

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Duquesne Light Company (“Duquesne Light” or the “Company”), the Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania (“CAUSE-PA”), and the Office of Consumer Advocate (“OCA”) (together, Stipulating Parties) by their respective counsel, hereby enter into a Joint Stipulation with regard to the captioned proceeding as follows:

The Stipulating Parties agree to the implementation of the Company’s Standard Offer Program as proposed by the Company at Paragraphs 60-66 of the *Petition of Duquesne Light Company for Approval of Default Service Plan For The Period June 1, 2021 Through May 31, 2025* (“Petition”), with the following modifications:

- a. Per its initial proposal, DLC will outsource administration of the SOP to a third party, initially Allconnect. The costs associated with the third party administrator will be recovered, as proposed by DLC, from participating EGSs. As part of its transition to Allconnect, DLC agrees to develop customer education scripts that are consistent with the practices of Pennsylvania’s EDCs that currently utilize third party SOP administrators. DLC will provide these scripts to the parties for review/comment. Upon implementation of such scripting, DLC agrees to monitor Allconnect’s adherence to the scripts at regular intervals to ensure compliance and provide a report of its efforts at the midpoint of DSP IX, including a random sampling of call recordings of monitored solicitations, as part of such report. Additionally, DLC

will provide a report in its next Default Service filing that will document the third party administrator's compliance with the Company's SOP directives.

- b. DLC will continue its current practice of referring eligible customers to SOP, rather than automatically placing them into SOP.
- c. DLC will continue its current practice of allowing SOP participants to remain with their EGS following the initial 12-month SOP period, absent affirmative action by the customer.
- d. DLC will add a section to the "Customer Choice" page of its website that specifically addresses SOP and participating customers' options upon expiration of their initial 12-month SOP contract.
- e. DLC will conduct an analysis of SOP participants' effective supply rates following their initial 12-month SOP period, and will present results annually beginning in 2022.

Additionally, the Stipulating Parties agree to the withdrawal of the Company's proposal regarding Customer Assistance Program ("CAP") Shopping, as proposed by the Company at Paragraphs 68-72 of the Petition. The Stipulating Parties further agree that within 6 months of a final, unappealable order implementing CAP Shopping in PPL Electric service territory, Duquesne Light will make a filing with the Commission regarding CAP shopping that is consistent with Duquesne Light's CAP design, and which is informed by all available information and data.

**WHEREFORE**, the Stipulating Parties, by their respective counsel, respectfully submit that this Joint Stipulation is in the public interest, and request that it be approved without modification.

Respectfully Submitted,

*Counsel for Duquesne Light Company*



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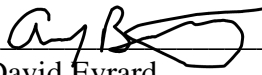
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